

ATTACHMENT 4.12(c)(1): State's Goals and Priorities, Including Options Related to the Order of Selection, and Goals and Plans for Distribution of Title VI, Part B Funds

FEDERAL FISCAL YEAR 1999 PROPOSED OUTCOMES BY EACH VOCATIONAL REHABILITATION SERVICES REGION

26's - CASE CLOSURE CODE FOR SUCCESSFUL REHABILITATION

SD - SEVERE DISABILITY

COMP - COMPETITIVE EMPLOYMENT

	26'S	% SD	% COMP.
REGION I	726 - 858	83 - 87	85 - 89
REGION II	714 - 846	84 - 88	85 - 89
REGION III	688 - 816	83 - 87	85 - 89
REGION IV	715 - 847	83 - 87	84 - 88
REGION V	642 - 762	83 - 87	85 - 89

In accordance with the Vocational Rehabilitation Services Redesign initiative, it is anticipated that measures to implement the goals and priorities identified below will be initiated October 1, 1999. These goals and priorities will be the focus of Vocational Rehabilitation Services activities throughout federal fiscal year 2000.

VOCATIONAL REHABILITATION SERVICES/DDARS REPORT

BUREAU'S GOAL: TO INCREASE THE NUMBER OF PEOPLE WITH DISABILITIES IN INTEGRATED, COMPETITIVE EMPLOYMENT

OBJECTIVE A: VR customers will have easy access to, and quick delivery of, services.

MILESTONES/OUTCOMES:

1. To conduct customer focus groups and customer service audits to obtain customer input on improving service delivery.
2. Customers will have access to VR services in all 92 counties by the development and implementation of a standard of accessibility for all places in which VR has a presence.
 - a. Completion of a written standard of accessibility.

3. Development of a "fast track" to services option.
 - a. Establishment of written policies and procedures.
 - b. Development of a training package for staff.
4. Deletion of a formal orientation meeting as a step to access VR services.
5. The number of customers with successful employment will increase.
 - a. VR will increase options for competitive employment or, to include self employment, PWI, temporary services, small business opportunities.
6. The number of employment options at a wage level commensurate with skills, abilities and health benefits will increase for customers who are recipients of SSDI and SSI
 - a. The number of employment outcomes will increase for recipients.
7. Exploration of a personal budget system that is flexible and meets the needs of customers.
 - a. The system will be integrated into work practices as appropriate.

OBJECTIVE B: All staff will have training on customer service and be hired per the CSPD.

MILESTONES/OUTCOMES

1. Compliance with the CSPD plan as developed.
2. Revised job descriptions for staff based on VR redesign.

OBJECTIVE C: The VR staff will operate a quality VR program

MILESTONES/OUTCOMES

1. Adherence to the RSA approved state plan.
2. Development of a customer satisfaction assessment system as part of the staffs performance appraisals and the quality assurance system.
 - a. Development of a revised customer satisfaction instrument.
 - b. Revised quality assurance compliance processes.
 - c. Development of a customer satisfaction instrument that address a "team approach" to service delivery.

OBJECTIVE D: VR customers will have a seamless and customer responsive delivery system

MILESTONES/OUTCOMES

1. The customer will have access to an improved and streamlined system of intake and service delivery in One Stop Centers.
 - a. Establishment of a common intake process between workforce development and VR
 - b. Development of a standardized Memorandum of understanding for local field use
 - c. Development of a Local One-Stop System Resource Handbook
 - d. Electronic linkage with workforce development.
- e. Co-Location of staff within One Stop Centers
2. VRS will advocate, promote and extend VR's customer service focus to all partners
 - a. Development of a training package for presentation to partners statewide.
 - b. All partner's staff trained in customer service/Rehabilitation Act
 - c. Other joint training initiatives as appropriate to improve customer outcome

OBJECTIVE E: VR customers will be assured the opportunity for successful employment consistent with their strengths, resources, priorities, concerns, interests, abilities, and capabilities.

MILESTONES/OUTCOMES

1. Each customer will be provided as many informed choices as practical as it relates to his/her placement opportunities.
 - a. Completion of a new vendor program model.
 - b. 1.Development of a policy on the program model.
 - c. Completion of a directory of qualified vendor information.
 - d. Initiation of public information campaign
2. Provision of orientation and training for Vocational Rehabilitation staff and customers on choice and self determination that fosters choice and self determination.
3. Utilize electronic linkages whenever feasible.
 - a. All staff will have access to the internet.
 - b. All offices will be accessible through an 800 number.
 - c. VR information will be available on the website.

OBJECTIVE F: The VR program administration will function effectively and efficiently, supporting all aspects of the VR program.

MILESTONES/OUTCOMES

1. Completion of an automated case management system.
 - a. Development of a reliable fiscal tracking system.
2. Processes and practices that are duplicative will be examined and streamlined.